

Harford County
2008

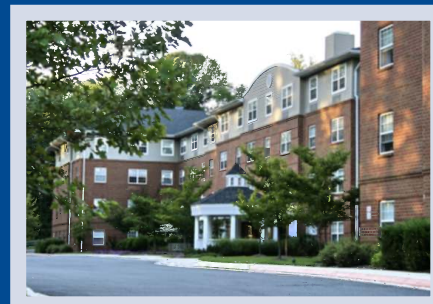
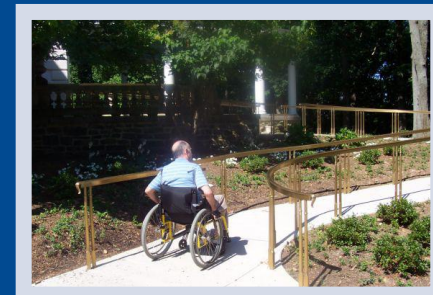
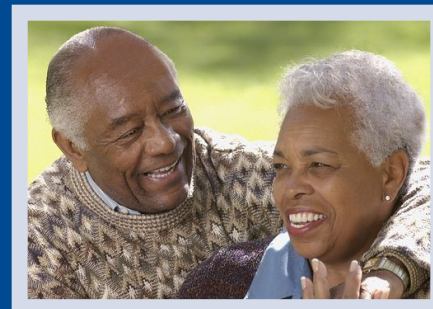
DEPARTMENT OF
COMMUNITY SERVICES
Annual Report



David R. Craig
Harford County Executive

Mary F. Chance
*Director, Department of
Community Services*

~preserving Harford's past; promoting Harford's future~



Harford County
DEPARTMENT OF COMMUNITY SERVICES

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~Preserving Harford's past; promoting Harford's future~



*A MESSAGE FROM COUNTY EXECUTIVE DAVID CRAIG AND
DEPARTMENT OF COMMUNITY SERVICES DIRECTOR, MARY CHANCE*

Dear Friends,

Through the Department of Community Services, we work diligently with federal, state and local government, as well as area businesses, associations, organizations and agencies to form a cohesive network of services benefiting our citizens.

Our goal is to positively impact the lives of others and to demonstrate how we continuously strive to evolve as our county and the needs of our citizens grow. We have provided nearly

\$9.5 million in direct program funding and are proud to present the 2008 Annual Report, which provides a snapshot of our recent successes.

Under the umbrella of Community Services, we help area seniors to remain independent with an enhanced quality of life; promote and provide substance abuse prevention services; build a safety net for low-income families; help provide affordable, accessible and liveable housing; mentor children and celebrate families; provide affordable, alternative dispute resolution services; work to ensure that people with disabilities are afforded the same rights, services and opportunities as people without disabilities; promote the economic, social and political equality of women; act as a liaison on human relations matters; provide dependable and effective transportation; and much more.

We bring many partners to the table to successfully create new, innovative services and expand existing programs to broaden and strengthen the services available to Harford County citizens. Overall, we continuously maintain our county's mission of "preserving Harford's past; promoting Harford's future."

Cordially,

David R. Craig
Harford County Executive

Mary F. Chance
Director, Dept. of Community Services



SNAPSHOT OF POPULATION SERVED

Did you know...?



Older adults, age 65 and over, make up 28,416, or 11.3%, of Harford County's population. The Office on Aging's Senior Activity Centers currently have 5,900 registered seniors participating in programs for active adults. Programs are held at each of the 5 centers and provide a wonderful opportunity for our area seniors to maintain an active, social and quality lifestyle.

Harford County's youth, age 10 to 19, represents 14%, or 35,383 of the population. In 2008, the Office of Drug Control Policy, through its Drug & Alcohol Prevention Programs, reached out to area youth, parents, teachers and administrators to demonstrate the importance of early prevention. Additionally, 250 local children have participated in a special mentoring program focusing on school and community-based drug prevention.

The average household income in Harford County is \$86,823. The average house sales price is \$281,700 and the fair market rent for a 2 bedroom apartment is \$1,013. Our low-income and at-risk population face a constant struggle to keep a roof over their head. Through operational funds, our Department was able to provide 1,100 people with more than 42,200 emergency shelter or transitional bed nights, averaging 40 nights per person.

ABOUT Us

The Harford County Department of Community Services works daily to connect people to the resources they need. Community Services' staff strive to meet the needs of our seniors, youth, persons with disabilities and those struggling to overcome addiction, homelessness and conflict.

THE DEPARTMENT CONTAINS 5 DIVISIONS:



“dedicated to providing the best possible services for our citizens and community”

SERVING OUR SENIORS



The Department of Community Services' Office on Aging provides information and assistance to older adults and their caregivers to enable them to remain independent with an enhanced quality of life.

ENSURING QUALITY CARE

MEDICAID WAIVER PROGRAM

Low-income individuals who qualify for nursing home placement can choose to receive Medicaid support to remain at home or to enter assisted living facilities instead of a nursing home. The average cost for a Harford County Medicaid Waiver client is \$30,353 annually, while the cost of care for a nursing home resident is \$70,222 annually. Currently 43 Harford County frail elders participate in the Medicaid Waiver program, saving taxpayers over \$1.7 million in nursing home costs. There, clients receive ongoing case management to ensure quality care.

Success Story

A 94 year old resident in assisted living called the Office on Aging division to investigate health plan options for herself and her husband. She provided a list of their medications, and through the Senior Health Insurance Assistance Program (SHIP), staff were able to find a plan that worked with their long-term care pharmacy - saving the couple over \$3,000.

INFORMATION AND REFERRAL SERVICES

In 2008, the Office on Aging received nearly 3,520 phone inquiries. Staff screened and assessed 975 individuals in need of assistance and provided on-going case work services to 200 frail elderly to help them remain independent in the community.

GUARDIANSHIP

Through the Public Guardianship Program, the Office on Aging is responsible for making sure court-appointed frail individuals receive optimal day-to-day care, including assistance with all activities of daily living. 25 individuals were served in FY08.

STAYING HEALTHY

A total of 760 flu shots and 73 pneumonia shots were distributed to seniors throughout Harford County's Senior Activity Centers. Through the Farmer's Market Nutrition Program, a total of

249 coupon books were given to help provide a healthy meal. Over 2,415 individuals received health screening and education services offered at the Senior Activity Centers in Harford County.

NUTRITION PROGRAMS

Over 830 individuals received screening for nutritional risk factors. The Eating Together Program served 22,985 congregate meals to seniors. Our partnership with Meals on Wheels provided 49,742 meals for 173 homebound seniors.

CLASSES

The Harford County Senior Activity Centers offer a wide variety of programs for active adults age 60 and over. Programs include fine art, dance, exercise, arts & crafts, computers, language, music and photography for seniors of all levels of ability. There are 5,900 seniors registered throughout Harford County's Senior Activity Centers.

ASSISTING FAMILIES AND CAREGIVERS

SENIOR HEALTH INSURANCE AND ASSISTANCE PROGRAM (SHIP) AND SENIOR MEDICARE PATROL (SMP)

These programs provide caregivers and Medicare beneficiaries with up-to-date information on health insurance issues affecting seniors. In 2008, outreach events and presentations reaching approximately 2,600 seniors and caregivers were made to senior groups and organizations, including information on the following topics: Medicare, Medicare Prescription Part D plan enrollment,

Medicare Advantage Plans, fraud and identity protection, Medigap policies, long-term care and other health insurance matters. Additionally, SHIP/SMP responded to 1,180 telephone inquiries and 184 office visits.

ANNUAL CAREGIVER'S CONFERENCE – "CARING FOR THOSE WHO CARE"

In partnership with the Geriatric Assistance and Information Network (GAIN), the 11th Annual Conference for Caregivers: "Caring for Those Who Care" was held on March 29, 2008. Another successful conference served family caregivers with knowledgeable speakers who discussed a variety of caregiving topics. 40 sponsors from the local business community, non-profit and government agencies provided key information through their exhibits and displays to the many family and friends who are caring for loved ones.

NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM

During 2008, the National Family Caregiver Support Program (NFCSP) received over 3,500 inquiries concerning caregiving issues. Caseworkers served over 1,500 caregivers by providing counseling case management, respite care, medications, rent, medical supplies and assisted transportation.

HARFORD COUNTY ADVISORY BOARD ON AGING

The Advisory Board advocates for senior programs, assists with long-range planning, sponsors an annual legislative summit and helps spread awareness of senior services.

HARFORD COUNTY ADVISORY BOARD ON AGING

Vickie Bands
Wesley Bone
Robyn Burke
Joyce Byrd
Thomas Fender
Pat Hogan
Bruce Keating
Dana Leach
Peter Panos
Sylvia Tarnove
Gina Shaffer, Interim Chairperson
Suzanne Streeter

HARFORD COUNTY SENIOR ACTIVITY CENTERS

Aberdeen Senior Activity Center
7 Franklin Street, Aberdeen

Edgewood Senior Activity Center
1000 Gateway Drive, Edgewood

Highland Senior Activity Center
708 Highland Road, Street

McFaul Activities Center
525 West MacPhail, Bel Air

Havre de Grace Activities Center
351 Lewis Lane, Havre de Grace



McFaul Activities Center

SERVING THOSE AT RISK

The Department of Community Services' Office of Drug Control Policy (ODCP) promotes and provides prevention services through strategies utilizing the resources of public/private agencies and citizens.

By spreading the word and maintaining a visible presence in the community, ODCP is working daily as the voice of a drug-free Harford County.

REACHING THE COMMUNITY

The Office of Drug Control Policy believes that it requires a cross section of public and private agencies, as well as individuals, to mitigate the problems attributed to use, abuse and addiction. The role of ODCP has been to make an impact through innovative new programs and assisting others in developing prevention strategies, while providing an ongoing core of high quality prevention services.

DRUG & ALCOHOL PREVENTION PROGRAMS

ODCP continues to sponsor "Demand Reduction - Street Smart Prevention." This DEA-proven program involved 840 students, 425 parents and 100 teachers and administrators who provide the public with current, important information on the dangers of drugs, and inform how drugs negatively impact families, using real-life stories as examples.

Members of ODCP conducted over 350 presentations on drug and alcohol prevention programs in 2008, involving more than 13,530 citizens of Harford County.

MENTORING

A child who is mentored is 46% less likely to use illegal drugs; 27% less likely to use alcohol; 54% less likely to skip school; is more confident of their performance in schoolwork; and gets along better with their families.

250 local children have been mentored by 150 volunteers in our community. Across Ages is a special mentoring program with the Kids C.A.N. (Caring Adult Network of mentors) program that is a school and community-based drug prevention project targeting youth ages 9-13. The unique and highly effective feature of Across Ages is the pairing of older adult mentors (55+) with young adolescents. In May 2008, 202 youth and 110 adults participated in the Kids C.A.N. mentoring celebration in recognition of the success of the county's mentoring programs.

REDUCING UNDERAGE DRINKING

1,420 students and 110 adult chaperones attended five different chemical-free post-prom/post-graduation celebrations. ODCP sponsored events throughout the county to reduce underage drinking. Parents received training concerning underage drinking and students participated in prevention activities.

YOUTH AT RISK PROGRAMS

The Criminal Justice Coordinating Council awarded \$75,000 to 15 community programs dedicated to assisting children and neighborhoods at-risk. All programs address drug and gang issues.

Success Story

Due to the success of mentoring, 2 new programs have been added over the past year: a school mentoring program at Emmorton Elementary; and a community program called "Anna's Guys." Anna's Guys was created after a need was determined for prominent male role models to serve as mentors to children at Anna's House.



ENGAGING COMMUNITY PARTNERS

The **CSAFE INITIATIVE** in Edgewood provides support for addiction recovery, community enhanced policing and after-school programs within the community of Edgewood. The Governor's Office of Crime Control and Prevention awarded \$201,866 to Harford County for this initiative.

The **DRUG PREVENTION SYMPOSIUM** addressed substance abuse issues in the county. 500 participants from the faith-based community, schools and community organizations attended the program. This year's Symposium also had a youth component that involved 50 youth leaders. Out of the 500 participants, 200 addiction counselors, social workers and school counselors received professional Continuing Education Units (CEUs) so they can maintain their state license to serve the citizens of Harford County.

RECOVERY MONTH

ODCP participated in several community activities during September that involved over 750 individuals celebrating recovery month.

GANG SUMMIT

ODCP, in partnership with the Harford County Sheriff's Office, hosted the Summit to develop a plan in dealing with gang issues that relate to crime and drug use. 200 citizens participated in this summit.

THE NEIGHBORHOOD YOUTH PANEL is an initiative of the County Executive's Office, designed to divert first- or second-time non-

In 2008, ODCP received \$1.06 million in federal, state and local funding to enhance prevention of drug and alcohol abuse in Harford County.

violent juvenile offenders from the court system by allowing them to participate in an informal hearing. The program combines Juvenile Services and community members to provide a balanced and restorative justice system. In 2008, the panels serviced 25 youth: 15 in Bel Air; 5 in Fallston; and 5 in Darlington.

JUVENILE DRUG COURT

This program addresses the needs of county juveniles in need of intense outpatient substance abuse treatment. The substance abuse treatment program is 12 months long and may include commitment to an inpatient facility operated by the Department of Juvenile Services.

In 2008, 48 juveniles received treatment for using marijuana, ecstasy, heroin, hallucinogens, cocaine and alcohol. After treatment, 100% of the youth were back in high school full-time, employed full-time or were full-time students and employed part-time. If not for the Juvenile Drug Court, the 48 youth would have been detained in a juvenile facility. By involving a team of professionals, as well as family members to provide the necessary support, communication and consistent supervision, we are able to help youth achieve a life free of substance dependency.

D.U.I. SUBSEQUENT OFFENDER COURT

This program addresses repeat drunk driving offenders in Harford County. This project is a partnership with the District Court, States Attorney, Public Defender, Health Department, Parole & Probation and the Office of Drug Control Policy.

MAKING A DIRECT IMPACT

During 2008, drug and alcohol prevention programs were presented to inmates of the Harford County Detention Center. The program's topic was **"Commitment to Change."** The program was successful and the warden of the detention center has asked us to expand our program to include parenting courses for female inmates.

ODCP sponsored a **"Healthy Decisions"** program for the Department of Juvenile Services. This is an ongoing weekly program that addresses the health and legal issues of alcohol and drug abuse to juveniles who have been arrested by law enforcement officials.

WORKSHOPS

During 2008, 75 workshops involving 1,200 participants were presented by Dr. William Kelly, Ph.D. of the Office of Drug Control Policy. The workshops involved topics from "Cognitive Thinking" in relationships to "Errors in Thinking" to "Anger Management." The workshops took place in the local detention center and in community settings. Judges in both the Circuit and District courts have mandated persons to the programs because of successes related to the training.

FAITH-BASED OUTREACH

In 2008, 70 members of faith-based organizations attended a specialized training. After the training, a total of 35 faith-based organizations established prevention, intervention and treatment programs to address drug and alcohol issues for more than 40,000 members of their congregations.

STRATEGIES IN PLACE

ODCP supplied technical assistance to the Harford County Alcohol and Drug Abuse Council, who established a strategic plan for the county. That plan was sent to the Alcohol and Drug Abuse Administration for expanded and new services related to the prevention, intervention, and treatment of substance abuse.

COMMUNITY PARTNERSHIPS

Aberdeen Bible Church's Inner
County Outreach Program
Addiction Connections Resource
(ACR)
Anna's House
Athletes Against Drugs
Boys & Girls Club
Boy Scouts & Girl Scouts
Department of Juvenile Services
Department of Social Services
FACE-IT (Faith Activated
Community Empowering
Intervention Training)
Faith Partnership Council
Family and Children's Services
Harford County Health
Department
Harford County Public School
System
Harford County Joint Narcotics
Task Force
Harford County Family Systems

Reform Initiative
Harford Community Church
Harford Community College
Parenting Program
Harford County Sheriff's Office
Harford County PTAs
Harford County Police
Commission
John Carroll School
Maryland State Police
Mountain Christian Church
New Destiny Faith Community &
Mentors
Police Athletic League (PAL)
Center
Private and Home School PTAs
St. Margaret's School
United Way
Upper Chesapeake Hospital
Urban Impact
YMCA of Harford County

“The Office of Drug Control Policy division promotes and provides prevention services through strategies utilizing the resources of public/private agencies and citizens”

SERVING THE HOMELESS

Homeless citizens in our community are among the most vulnerable citizens we strive to serve. They struggle with multiple barriers, which impede their ability to meet their own needs at every level. Many are physically, emotionally, and/or mentally disabled, and because of this, are more susceptible to becoming victims of abuse, neglect, or exploitation. As a partner in our community's continuum of care, we provide financial support to many of the programs serving the homeless in Harford County.

WHAT IS A CONTINUUM OF CARE?

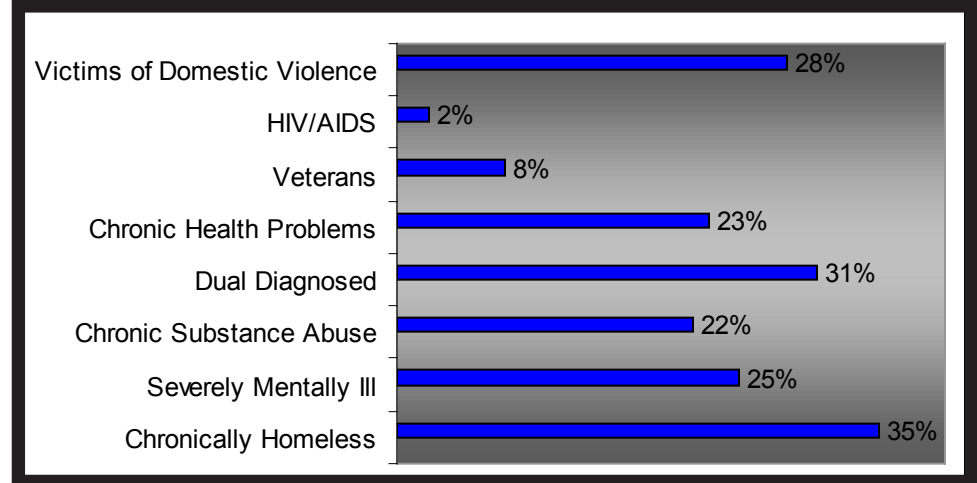
A Continuum of Care process is a design concept to help communities develop the capacity to envision, organize and plan comprehensive and long-term solutions to addressing the homeless problem in their communities. It brings together partners that create a "safety-net" of services for individuals or families in crisis.

In 2008, as part of the Continuum of Care, Harford County provided 1,100 people with 42,205 emergency shelter or transitional bed nights. This is an average stay of 40 nights per person. A one day census of homeless families showed that 23% were homeless children and 28% (including children) were victims of domestic violence.

HARFORD COUNTY'S HOMELESS SHELTERS

PROGRAM	PROGRAM TYPE	NUMBER OF BEDS
FCCAU	EMERGENCY - OVERNIGHT	28
SARC – DOMESTIC VIOLENCE SHELTER	EMERGENCY	28
ANNA'S HOUSE	TRANSITIONAL	16
HARFORD FAMILY HOUSE	TRANSITIONAL	25
HOMEcomings PROJECT	TRANSITIONAL	8
ALLIANCE	PERMANENT SUPPORTIVE	22
ANNA'S HOUSE	PERMANENT SUPPORTIVE	24
HARFORD FAMILY HOUSE	PERMANENT SUPPORTIVE	22
TOTALS		173

WHO ARE THE HOMELESS?



Individuals may present with multiple characteristics.

KEEPING FAMILIES IN THEIR HOMES

EVICITION PREVENTION

668 households received eviction prevention services in 2008 with funding of \$290,214. Local non-profits assisted in the monthly rental and mortgage payments, security deposits and first month's rent for these low-income households.

TBRA

The Department of Community Services provides funding to support the Tenant Based Rental Assistance Program (TBRA). The TBRA program provides 35 housing vouchers to low-income single mothers and homeless individuals in our community. The clients receiving a voucher work with a case manager, linking them into mainstream services which help develop education and/or job skills;

budget and credit repair; and work to set goals that will ultimately lead to self-sufficiency.

FEEDING THOSE IN NEED

EMERGENCY FOOD

Through The Emergency Food Assistance Program (TEFAP) Grant, 146,329 pounds of food, valued at over \$115,370, was distributed in 2008, serving 16,535 households.

Through TEFAP, 16 food pantries, 5 soup kitchens, and 4 shelters were served.

There are 9 soup kitchens in Harford County, serving food Monday through Saturday. On any given day, one is available and serving those in need of a hot meal.

PROVIDING SHELTER TO THOSE IN NEED

In 2008, operational funds were provided to the following local shelters:

- **Alliance** (chronically homeless individual men & women) – **22** beds
- **Anna's House** (single women & women with children) – **16** beds
- **Anna's House** (permanent supportive) – **24** beds
- **FCCAU Emergency Shelter** (homeless individual men & women, and homeless families) – **28** beds
- **Harford Family House** (homeless intact families with children-at least 1 adult member w/disability) – **25** beds
- **Harford Family House** (permanent supportive) – **22** beds
- **Homecoming** (transitional housing for women)– **8** beds
- **SARC** (domestic violence emergency shelter for women & children) – **28** beds

While in sheltering programs, homeless individuals and families are also provided with case management, education, job readiness training, employment assistance, and life skills development to aid transitioning from homelessness to self-sufficiency.

Program	Eviction Prevention Activities Awarded	Amount of Funds Expended	# of Households Served
HCCAA*	432	\$265,514	432
Inner County Outreach	34	\$4,000	34
Salvation Army**	44	\$9,500	44
St. Joan of Arc	158	\$11,200	158
Totals	668	\$290,214	668

*Reflects all sources of funding utilized for eviction prevention as reported in Harford County Homeless Management Information System (HMIS).

**Reflects HPP & GIA funding amounts utilized for eviction prevention.

COLLABORATION

THE HARFORD ROUNDTABLE

The Harford Roundtable is a comprehensive collaboration between individuals, human service agencies, and organizations that provide services to citizens at-risk in our community. The coordinated process is called a *Continuum of Care*.

Members of the Harford Roundtable worked on key projects in FY08, including:

- The implementation of the Harford County Healthcare for the Homeless project. The multi-agency project is being spearheaded by the Harford County Health Department and Upper Chesapeake Health System.
- Creation and implementation of a "universal" release of

ROUNDTABLE PARTNERS

The Harford Roundtable works to provide a Continuum of Care for our low-income households in Harford County.

State Government Agencies
Local Government Agencies
Law Enforcement/Corrections
Non-Profit Organizations
Faith-Based Organizations
Fundors/Advocacy Groups
Hospitals/Medical Representatives
Businesses (Banks/Developers)

information form, to allow programs serving clients requiring high levels of confidentiality to better serve the individual through improved access to information.

- Creation of a short-term I.D. card for inmates leaving the Harford County Detention Center without any means of identification. The card is part of a program to cut the cycle of recidivism and will allow the individual to access housing and community services, obtain a drivers' license, and/or receive a copy of his or her birth certificate.
- Homeless conference attended by over 50 individuals from 20 community and faith-based agencies. The conference, entitled "Systems Approach to Helping People who are Homeless," discussed access to and proper utilization of existing resources in place to serve the homeless.
- Identification and coordination of key agencies which participated in the development and application for funding to the U.S. Substance Abuse and Mental Health Services Administration. The requested funding will help support comprehensive "wrap-around" services in permanent supportive housing serving chronically homeless clients.

COMPONENTS IN PLACE TO HELP THE HOMELESS

- **OUTREACH**—the first step in helping to "hook" homeless individuals into necessary support services and housing. Many homeless individuals who are assisted through the outreach component have serious mental illnesses, and/or co-occurring substance use disorders. Often times they struggle with homelessness for many years before successfully accepting services.
- **EMERGENCY SHELTERING**—temporary housing, up to 90 days, for homeless individuals or families. Components used in Harford County are: homeless emergency shelters, temporary motel stays, and a domestic violence shelter for women and children fleeing a violent situation.
- **TRANSITION HOUSING**—18-24 month programs for individuals and families experiencing homelessness. Clients in the program work with program staff to access services in the community needed

to move them out of homelessness and into self-sufficiency, or while waiting for long-term supportive housing.

- **PERMANENT SUPPORTIVE HOUSING**—long-term homeless housing with comprehensive support services built into the program. Comprehensive support services usually refer to case management, access to health/mental health care and/or treatment, and addictions treatment and/or services necessary to help individuals.

HOMELESS BEDS IN CONTINUUM OF CARE (CoC)		
Component	Length of Stay	# of Beds in CoC
Emergency	90-day program	56
Transitional	18-24 month program	49
Permanent Supportive	Based on client need*	68

**Homeless clients in permanent supportive housing require high levels of wrap-around support services to help the individual or family transition out of homelessness. The homeless individual or family may need many years of support services, such as mental health treatment, substance abuse treatment, development of skills, or employment readiness training, before they are able to stand on their own.*

AVOIDING HOMELESSNESS

Each year, the Harford County Department of Community Services works with community and faith-based agencies to help families avoid homelessness. When tough times happen to families, the department works with partners to make sure funding can be accessed at various locations around Harford County.

Through partnerships, homeless individuals and families are able to develop life skills and employment opportunities, and achieve self-sufficiency by obtaining safe, affordable housing. We also help divert individuals with mental health issues away from the criminal justice system and into treatment, which reduces recidivism and increases stability.

Success Stories

One client, fleeing domestic violence, had no credit in her name. To establish credit needed for self-sufficiency, she now has two credit cards, and handles both very responsibly. She also puts \$40 a paycheck into savings, towards a security deposit and rent for her own apartment.



“The continuum of care works to build a safety net of services for those at risk of homelessness and those who are homeless in Harford County”

SERVING THROUGH AFFORDABLE, ACCESSIBLE AND LIVEABLE HOUSING

CREATING HOMEOWNERS

The **SETTLEMENT EXPENSE LOAN PROGRAM (SELP)** provides direct financial assistance by providing between \$5,000 to \$10,000 to income eligible first-time homebuyers in Harford County to assist with settlement expenses associated with a home purchase. In FY08, Harford County utilized previous year HOME funds and a county match to fund this program, and created 28 first-time homebuyers.

AMERICAN DREAM DOWNPAYMENT INITIATIVE (ADDI) PROGRAM provides direct financial assistance of up to \$10,000 to income-eligible first-time homebuyers in Harford County to assist with settlement expenses associated with a home purchase.

COMMUNITY HOUSING DEVELOPMENT ORGANIZATIONS (CHDO)

Harford County currently has 2 Community Housing Development Organizations: Habitat for Humanity, Inc. and Inner County Outreach, Inc. These organizations work toward the county's mission to develop and ensure the affordability of the housing stock and safe housing for purchase and/or rental by low- to-moderate income persons residing or working in Harford County.

- In FY08, Habitat continued its mission by the process of acquiring infill lots as well as doing pre-construction activities with \$200,000 in HOME CHDO allocations. Habitat purchased a total of 5 properties in FY08.
- Inner County Outreach, Inc. is in their 4th year of continuing CHDO activities for FY08. In FY08 their HOME CHDO allocation was \$150,000. Inner County Outreach has undergone some staff changes and combined its FY07 and FY08 funding to purchase 2 properties in Havre de Grace.

Harford County partnered with the members of the Baltimore Regional Fair Housing Group to co-sponsor a conference, "Celebrating 40 Years of Fair Housing: A Response to the Foreclosure Crisis" on April 18, 2008 in Baltimore. The conference commemorated the 40th Anniversary of the signing of the Fair Housing Act.

Nearly 200 housing professionals learned about state and federal efforts to address the current housing crisis.



HELPING PROVIDE SAFE HOUSING

Harford County continued targeting its **HOME REHABILITATION LOAN PROGRAM** to expand the supply of existing housing stock for the low- to moderate-income. In FY08, the county utilized \$215,631 of HOME funds. At the end of the fiscal year, 5 owner-occupied, income eligible homes were rehabilitated.

TENANT-BASED RENTAL ASSISTANCE (TBRA) PROGRAM

Harford County utilizes HOME funds to implement a tenant-based rental assistance program that provides housing assistance to victims of domestic violence, mentally disabled individuals, and households currently on the Section 8 waiting list. Participants agree to take part in an authorized case management program. In FY08, 34 Harford County households received case management services and assistance in leasing a rental unit.

HOUSING – ACCESSIBLE RAMPS PROGRAM

In January 2008, Rebuilding Together was absorbed by Harford Habitat for Humanity as the Fix It Up Program. The program provides ramps for low-income renters and homeowners and emergency repairs for low-income homeowners. Eligibility guidelines for the emergency repairs and ramps programs were updated and, since January, 1 new ramp has been constructed for a low-income homeowner and 1 home has received emergency repairs.

EDUCATING AND INFORMING

FAIR HOUSING INITIATIVES

In 2008, the Department of Community Services contracted with Baltimore Neighborhoods, Inc. (BNI) to provide information to residents of Harford County about their rights and responsibilities under Maryland's Tenant-Landlord Law. BNI responded to 350 tenants and landlords during the contract period.

Success Stories

WASHINGTON COURT

Community Services negotiated an agreement with a master developer for the redevelopment of Washington Court, a 28-acre blighted site in the Edgewood community. A total of \$58 million is being invested in the redevelopment of the community. When complete, 51 buildings will have been removed and new infrastructure, roads, storm water management and open space will be incorporated. A total of 288 units (single family, town home and senior housing), and 101 affordable senior housing units will be created as a result.

HOMEcoming INFRASTRUCTURE IMPROVEMENTS

This is currently an ongoing project to create a subsurface drainage system for the Homecoming Project, Inc. building, to repair the basement so that it no longer floods. This will allow Homecoming to have an office and case manager space on-site. Homecoming Project, Inc. is a non-profit halfway house for women in recovery from alcohol and drug addictions.



Habitat Home in Harford County

SERVING THROUGH COMMUNITY INVOLVEMENT

VOLUNTEER PROGRAMS

VOLUNTEERING

Volunteer Connection provides personal service to potential volunteers who wish to share their time and talents. They work to match the skills and interests of volunteers with an agency/organization in need. Over 350 exciting volunteer positions are available and can be accessed at www.harfordcountymd.gov/services/volunteer. In FY08, over 400 individuals were provided over 4,000 referrals for volunteer opportunities to various organizations. Additionally, 59 groups were given nearly 600 referrals for volunteer opportunities to various organizations.

RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)

RSVP personally assists individuals age 55 and older in finding meaningful volunteer experiences. In FY08, 40,794 service hours completed by 632 volunteers were documented by seniors and short-term projects in Harford County.

HARFORD'S MOST BEAUTIFUL PEOPLE AWARDS - 21ST ANNUAL

Last year 50 Harford County residents were nominated as Harford's "Most Beautiful People," as local "unsung heroes" who selflessly assist those around them. Each year, nominations are accepted for those people who continuously contribute their time and talent to enhance the quality of life and community spirit in Harford County. The awards ceremony is a special program, hosted by County Executive David R. Craig, and held in October. Over 500 people were in attendance last year.

COMMUNITY OUTREACH

FAITH-BASED AND COMMUNITY RESOURCE FAIR

The 7th Annual Fair drew over 400 people, including nearly 100 non-profit exhibitors. Nearly 70 people, representing 20 different churches, gathered for the Faith Partner's Brunch to discuss substance abuse prevention and intervention.

Success Stories

SUMMER YOUTH PROJECT

A mission group from North Carolina, consisting of around 25 youth, volunteered at Steppingstone Museum and Jerusalem Mill Museum.



Volunteers at Steppingstone and Jerusalem Mills Museums



FAITH PARTNERS TRAINING

Utilizing the RUSH Institute, ODCP trained 45 individuals from 10 different faith-based organizations in "Faith Partners" training dealing with alcohol and drug prevention and intervention.

Kids C.A.N.

(CARING ADULT NETWORK OF MENTORS)



Kids C.A.N. is a school- and community-based drug prevention project targeting youth ages 9-13. The unique and highly effective feature of Across Ages is the pairing of older adult mentors (55+) with young adolescents. 200 local children have been mentored by 150 volunteers in our community.

CELEBRATING FAMILIES

ODCP, along with FACE-IT and the Circuit Court Family Drug Court Program, joined together in the Celebrating Families program. This program is proven to assist parents in their recovery so they can regain custody of their children.

Y.E.S. (YOUTH EMPOWERED TO SUCCEED)

LEADERSHIP TRAINING

Nearly 70 children, grades 4-12, and adults

attended the training, which took place during the Annual Harford County Symposium on Drug Prevention, Intervention and Treatment, in June 2008.

The third annual Y.E.S. conference, entitled "It's My World, My Life, My Choice," will be held in December 2008, where a choice of workshops on such topics as money management, drug use and abuse, and tactics relating to achieving goals and dreams will be offered.

EDGEWOOD COMMUNITY DAY

County agencies, local faith-based groups and community service entities set up tables and provided information and one-on-one conversations related to their goals and objectives to Community Day participants. 5,000 lbs of food was distributed to families in the community and entertainment was provided by ministries and other local talent.



SERVING THROUGH OUR COMMISSIONS

HARFORD COUNTY COMMISSION ON DISABILITIES

The Department of Community Services works to ensure that people with disabilities are afforded the same rights, services and opportunities as people without disabilities.

The Harford County Commission on Disabilities was established in 1995 to serve as the voice of the disability community in Harford County. Members are appointed by the County Executive, with the approval of the County Council. The Commission is dedicated to helping the more than 29,000 Harford County citizens with disabilities participate fully in our community.

KEEPING YOU INFORMED

LEGISLATIVE PROCESS

An online legislation guide helps identify and explore disability issues and communicate with elected officials.

EMPLOYMENT

In October 2008, the Commission hosted its annual employment awards luncheon at the Maryland Golf and Country Club in Bel Air. The event celebrated the accomplishments and achievements of people with disabilities who overcame obstacles in their pursuit of excellence. Employment committee members served on the planning committee for an employment of persons with disabilities forum hosted by Rite-Aid in June. In 2009, the committee will work with the Department of Human Resources to develop an internship program for people with disabilities to be implemented in 2010.

INFORMATION AND REFERRAL

The Commission on Disabilities received and responded to 284 requests for information and referral services in 2008.

“Open Minds. Open Access.”

THE COMMISSION ON DISABILITIES

Susan F. Austin
Amy A. Axel
Nicole B. Biggs
Deborah A. Braam, Chairperson
Robert L. Coen (Acting Vice-Chair)
Helene M. Dubay
Alvin Q. Ellison
Dion F. Gunthrie, County Council
Kathleen M. Halliday
Gilbert F. Kennedy, III, Vice-Chair
Laurie A. Kwiedorowicz
Tracy A. Moore
Andre L. Sconion, Student Rep.
Stephen W. Sopel
Marc J. Weinstein (Acting Chairperson)
Andrea L. Wiley

OUTREACH & EDUCATION

The Commission on Disabilities sponsored 8 disability-related educational programs to 380 participants, and 3 outreach activities to 268 citizens. At the Commission's premier community education event, the Expo for Transitioning Youth, held in March 2008, 227 youth with disabilities and their family members attended workshops and visited with exhibitors who provided information on transition to adulthood. The Commission's web page received an average of 390 visits monthly and the web page's "Spotlight on Services" highlighted a different local service provider monthly.



HARFORD COUNTY COMMISSION FOR WOMEN

The Commission for Women works to promote the economic, social and political equality of women and strives to be the visible resource for women in Harford County.

SUPPORTING WOMEN IN THE COMMUNITY

WOMEN'S LEADERSHIP RECEPTION & ATHENA AWARDS

The Commission for Women joined forces with the Small Business Development Center's Women's Business Assistance Program in sponsoring the Women's Leadership Reception & Athena Awards in March 2008. This year's winner was Patricia Scott, a successful business owner, role model and mentor who has positively impacted the lives of many.



2008 HARFORD COUNTY GIRL SCOUT EXPO

The Commission supports the Annual Harford County Girl Scout Expo, helping young women build character and skills for success in the real world, and encouraging their future potential.

DISCUSSING ISSUES

The Commission published an editorial in the Baltimore Sun on unequal pay. Additionally, the Commission is highlighted in local media as a resource for empowering women in our community.

COMMISSION FOR WOMEN

Lisa Little, Chairperson
Melissa Barnickel, Financial Advisor
Stacie F. Beard
Luisa M. Caiazzo-Nutter
Jodi M. Davis
Sara S. Gehring
Bernadette F. Low
Tamara L. Myles
Carol V. Taylor
Deborah C. Wilcox

SUPPORTING COMMUNITY PROGRAMS

In 2008 the Commission for Women supported 2 local community programs that provide services to women. Homecoming Project, Inc. received \$2,000 and Harford Family House received \$1,000.



H
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Harford County
Commission for Women

HARFORD COUNTY HUMAN RELATIONS COMMISSION

The Department of Community Services' Human Relations Office acts as a liaison on human relations matters between Harford County Government, various governmental and private agencies, and the local community.

SUPPORTING MINORITY AND WOMEN BUSINESS OWNERS

Last year, the Harford County Human Relations Commission sponsored, and Harford Community College hosted, a networking luncheon for minority and women business owners. The event attracted approximately 65 small business owners from throughout the county. This year, the event was designed to provide vibrant entrepreneurs the opportunity to discuss with the County Executive and his staff those challenges faced by local minority- and women-owned businesses, and how Harford County as a community can ensure that such businesses prosper.

Through networking opportunities our minority and women business partners can grow and become even more successful.

REWARDING OUTSTANDING COMMUNITY SERVICE

GOOD NEIGHBOR AWARDS



The Good Neighbor Awards ceremony is a time to showcase community organizations that demonstrate the power of unity in working to help their neighbors and strengthen their neighborhoods. Eligible

groups include Nonprofit, Faith Based, Business, Youth/Education and Government/Military organizations. The Awards Program allows the Human Relations Commission and the Office of Human Relations to publicize positive examples that others might want to support or model.

In 2008, 16 organizations and companies were nominated for recognition for their exemplary community service. Five deserving entities received Community Service Organization of the Year awards.

JOSEPH BOND/MARTIN LUTHER KING, JR. HUMANITARIAN AWARDS

Each year, organizations and individuals who work to make Harford County a better place by alleviating social problems, promoting equality, understanding and harmonious relations are recognized by the Human Relations Commission and the Department of Community Services.

TRAINING FOR A BETTER FUTURE

Currently, the Human Relations Commission is training county employees in how to deal with harassment; this program accomplishes the same goals as Respect in the Workplace: Avoiding Discrimination. To date, nearly 200 employees have received training.

THE HUMAN RELATIONS COMMISSION

Wendell G. Baxter, Jr., Chairperson
Luba Chliwniak
Monica T. Contee-Brown
Neslie Ethridge
Brenda Y. Greene-Hinton
Jane Howe
Bruce D. Lewis, Jr.
Robert J. Mercado
Gladys B. Pace
Christina R. Presberry
Cathy R. Price
Jansen M. Robinson

HARFORD COUNTY COMMUNITY MEDIATION COMMISSION...Promoting Peaceful Alternatives



The goal of the Harford County Community Mediation Program (HCCMP) is to improve the quality of life in Harford County by providing accessible, expedient, and affordable alternative dispute resolution that fosters better communication between citizens and enables self-determined resolutions to conflict between citizens. HCCMP

promotes providing peaceful alternatives to resolving conflicts for the citizens of Harford County.

REFERRALS come from three main sources:

1. The Sheriff's Office (via Mediation Tickets distributed by Deputies who feel mediation may benefit the situation).
2. The State's Attorney Office (when the SAO feels mediation is more appropriate to resolve the issues than court).
3. Harford County Public Schools (via brochures and posters distributed to area high schools designed to recruit peer mediators and referrals). The schools refer cases that involve in-school problems and suspensions, as well as out-of-school issues.

OUTREACH - More focused outreach in the community resulted in an increase in referrals. HCCMP received 34 potential cases through outreach/publicity. Increased access on the Web, distribution of posters, letters and brochures helped increase visibility. HCCMP presented information at 21 Outreach Events. Outreach referrals increased from 3 in the first quarter to 13 in the last quarter.

PROGRAM - HCCMP has 13 trained mediators in issues relating to seniors; 11 mediators available for school mediations; and 3 mediators participating in outreach activities. HCCMP currently has 33 sites available for mediation sessions. HCCMP provides mediation services to all Harford County residents, at no cost. HCCMP utilizes grant funds to provide free conflict resolution workshops to low-income citizens in local programs that have limited funding to provide this on their own.

HARFORD COUNTY COMMUNITY MEDIATION COMMISSION AND STAFF

Judge Angela M. Eaves, Chair
Jackie Ekstrom
Judge Emory A. Plitt, Jr.
Lynda M. Baldwin, Esq.
Timothy Bahr, Esq.
Elizabeth Hendrix
Dion F. Guthrie
Lt. Jim Eyler
Juvenile Justice Designee
Tore F. Taxdal
Avery W. Ward
Jason A. Kobin
Charles E. Kearney, Jr., Esq.
Joel C. Muneses
Sylvia W. Bryant
Stephen C. Lentowski
Susan E. Fisher, Program Coordinator

Almost 30% of the cases that resulted in an intake were either mediated or conciliated doing intake. Of the cases that went through mediation, 85% resulted in an agreement. 415 citizens received information about our services during intake.

Success Story

Community Mediation offers participants a chance to get to the root of their conflicts and assist them in developing agreements that will meet their needs. It was particularly difficult to get everyone to the table in one case involving 4 adults with concern for their 3 children. The family was adjusting to the parents being separated and re-married. There had been a lot of past conflict that was interrupting their ability to move on with the future. The case involved 3 hours of intake, 2 hours of follow-up calls, and over 6 hours of mediation. The family was able to craft an agreement which also included provisions for future conflict, and everyone expressed "hope for the future." This case resolved 4 pending court cases.



SERVING THROUGH *TRANSPORTATION*

A goal of the Department of Community Services is to provide dependable and effective transportation to the County's transit-dependent population by connecting population centers.

Harford Transit provides public and specialized transportation services in Harford County. Services include 10 public bus routes operating Monday through Friday, as well as curb-to-curb service for the elderly and persons with disabilities under the age of 60. Bus transportation within the county enables those without access to automobile transportation to reach places of employment, education, medical treatment and commerce.

COMMUTER ASSISTANCE AND RIDE SHARE PROGRAM

Services Provided

The Harford County Rideshare/Commuter Assistance Program provides free transit and customized rideshare information to Harford County residents. This information includes:

- Vanpool and carpool ridematching services
- Harford Transit - schedules, Train the Trainer for You Can Ride
- MTA Commuter Bus schedules
- MARC train schedules
- AMTRAK train schedules
- Locations for all Harford County Park & Ride Lots
- Biking and walking routes

In addition, the program assists employers and citizens with numerous transportation programs including tax credits, reverse commuting, and transportation management associations. It offers commuting alternatives and information on incentives to employees and distributes information and resources regarding commuting alternatives and ridesharing incentive ideas and plans to local businesses.

As a low cost management strategy designed to make the existing highway transportation system work more effectively, rideshare contributes to the goals of relieving congestion on highways,

Remember when you looked forward to five o'clock?

 **COMMUTE SMART**
Share Your Ride
Harford County Commuter Assistance

1-800-924-ToGo (8646)
www.harfordcountymd.gov/commuter

- Free Car and Vanpool Matching Services
 - Bus & Train Schedule
 - Park and Ride Locator

David R. Craig
 Harford County Executive

Mary F. Chance
 Director, Dept. of Community Services
A division within the Harford County Department of Community Services.

maximizing fuel efficiency, and reducing air pollution levels. The ultimate goals of Harford County's program are to increase the number of commuters carpooling and vanpooling to work as well as conducting educational outreach activities aimed at both the private and public sector. Concurrently, mass transit is promoted as a viable alternative, resulting in an increase in the number of persons using public transportation.

BIKE TO WORK DAY 2008

Despite the torrential rains, nearly 85 of the record number of 171 registrants participated in the 2008 Bike to Work Day. Additionally, Harford County has kept its "title" as the second largest rally in the Baltimore region. For the past two years the number of registrants have doubled, and we are confident, with Harford County citizens' support, that this trend will continue.



2008 Bike to Work Day Participants

DEMAND RESPONSE TRANSPORTATION

In 2008, Harford County provided 35,067 rides for elderly and disabled passengers. This curb-to-curb service assisted citizens with reaching doctors' appointments and medical treatments.

TRANSPORTATION FOR INDIVIDUALS WITH DISABILITIES

- A subscription bus service made 4,997 trips transporting individuals with disabilities to day programs and employment.
- Travel Training for individuals with disabilities. In 2008, 69

individuals received travel training to use Harford Transit buses to get to work.

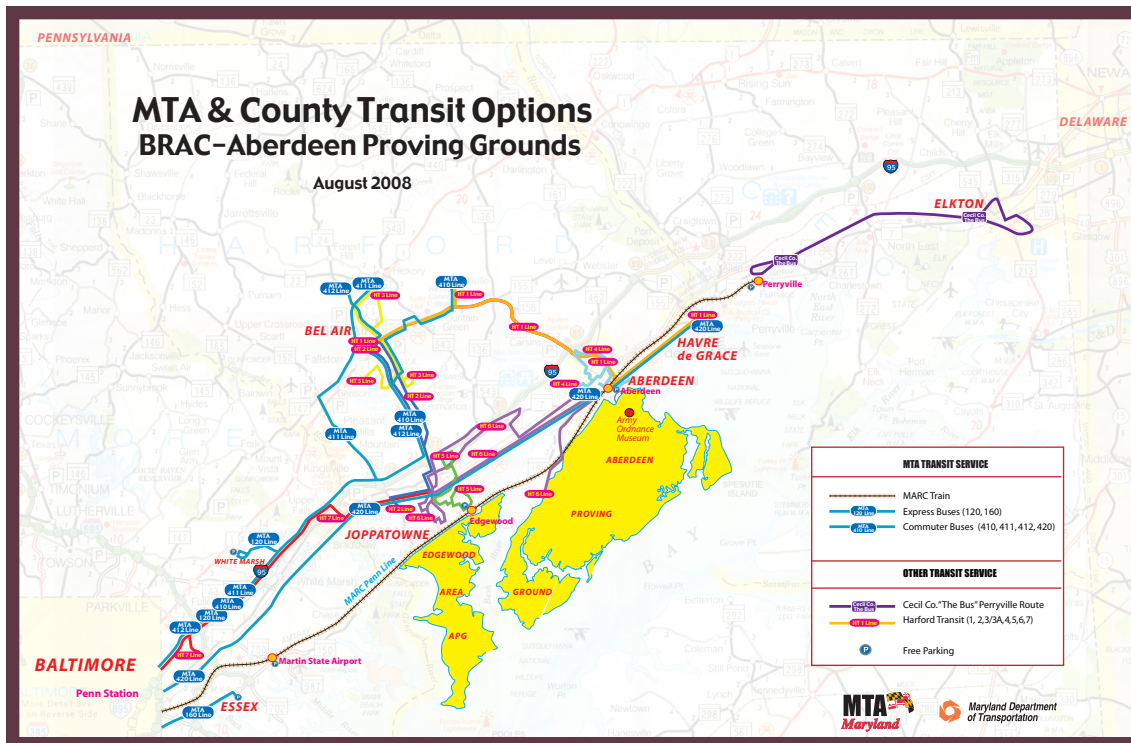
- A multimedia travel training program, including a non-text based training manual and an information brochure was produced and is being utilized by individuals and service organizations.

PROVIDING MORE EFFECTIVE TRANSPORTATION

Harford Transit, on behalf of the Harford County Transportation Steering Committee, received a New Freedom Grant to fund the Harford Extender Service, which will provide evening and Saturday transportation for qualified individuals with disabilities, the elderly, and low-income wage earners in specified service areas. Plans are to implement the service in the Fall of 2008. This service addresses one of the long-term goals of evening and weekend bus service, as identified by the committee in its strategic plan of 2004.

MAKING HARFORD TRANSIT WORK FOR HARFORD COUNTY'S CITIZENS

Based on the success of individual travel training, a curriculum was developed to train agency and program staff, support group members, and faith-based organization leaders to teach individuals and small groups to use Harford Transit fixed bus routes. In 2008, representatives from Upper Chesapeake Health, the Harford County Health Department, the Department of Social Services, the Office of the Public Defender, and others, learned about Harford Transit, how to use bus schedules to plan a trip and how to teach their clients/constituents to use the bus to travel to employment, shopping, medical appointments, and more. Trainers came away from the session with electronic copies of individualized schedules and other handouts to use when they train their clients to use the bus. Some trainers also chose the optional on-the-bus "road trip" to further familiarize themselves with Harford Transit.



TRANSIT STATS

In 2008, Harford County provided transportation for 305,773 passengers.

HARFORD TRANSIT operates a fixed route bus system serving population centers in Havre de Grace, Aberdeen, Bel Air, Edgewood and Joppa and points in between.

Harford Transit operates **10 public bus routes** serving Harford County and beyond.

Use Harford Transit to travel to Aberdeen, Abingdon, Bel Air, Edgewood, Havre de Grace, Joppatowne, Perryman, Riverside, Johns Hopkins Hospital, Eastpoint Mall and White March Mall. Use Harford Transit to link with MTA's Flyer and MARC Train services to Baltimore and Washington, D.C.

Success Story

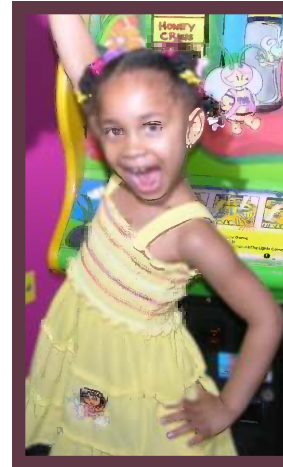
Brian Parks, a student with a disability, turned a volunteer training position into a paid job - but lacked regular transportation needed to get to his place of employment. That's when Harford Transit stepped in with the You Can Ride program. This program provides individualized travel training to help persons become independent when using the Harford Transit system. When asked how he felt after he completed the You Can Ride program and made the trip on his own, he said "this is my Independence Day!"



County Executive David Craig and Brian Parks Celebrate the You Can Ride Program

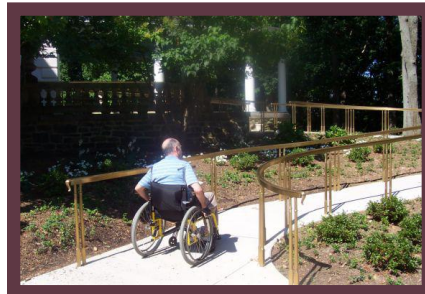
FUNDING

The Harford County Department of Community Services provided nearly \$9.5 million in local, state and federal funding for a variety of services: senior services, at-risk youth, drug prevention programs, low-income and homeless services, disabilities and transportation. From the Senior Health Insurance Program and Nutrition to the Boys and Girls Clubs and Mediation; from Drug Free Community Support and SARC to The Arc of Harford County, Emergency Food Assistance and a Job Access/Reverse Commute program; the Department of Community Services is committed to our community and dedicated to providing services to meet the needs within our county.



2008 COMMUNITY SERVICES FUNDING

Programs and Services	Local Funding	State Funding	Federal Funding	Total Funding
Senior Services	388,352	572,512	755,662	1,716,526
Youth and Drug Prevention Programs	480,041	708,193	337,625	1,525,859
Disabled, Low-Income and Homeless Programs	947,749	140,860	2,163,853	3,252,462
Community Programs	56,000	17,913	212,145	286,058
Transportation	776,592	755,452	1,172,898	2,704,942
Total Funding	2,648,734	2,194,930	4,642,183	9,485,847



*To learn more about how we are continuously
Serving our Community, visit us at
www.harfordcountymd.gov/services.*

